

Supply Chest



March 22, 2002

Navy Core Values: Honor, Courage, Commitment

Vol. 54 No. 6

CAX warehouse crews get organized, make room for material



Milton Jones moves boiler tubes so they can be inspected and sorted.

There has been plenty of movement in the Cheatham Annex warehouses lately, and the results have been noticeable. A variety of material has been sorted, reorganized, and returned to refurbished racks.

Among the commodities that have been reorganized are boiler tubes. Ranging in size from 10 feet to 140 feet, they were stored in several areas of Warehouse 16. Over a period of several months, the tubes were individually inspected for serviceability and sorted appropriately. "More than 1,900 tubes have been sent to DRMO so far," said Mike Kurtin. "We are separating the useable ones from the unusable ones. So far, we've freed-up 3 bays, thousands of square feet of space."

Once the project is completed, tubes will be catalogued and stored in one consolidated area. Space will be available for new material, and tons of reusable steel will be available for a new use.

FISC SOQ reaches around the world for adoption

When the most recent awards were presented to the FISC People of the Quarter, ATAC Hub's William Alberry, Supervisor of the Quarter, was conspicuously absent. But there was a good reason.

While the other awardees were receiving their congratulations from Capt. Kowba and other Centerites, Alberry was in China with his wife Darlene finalizing the adoption of their new daughter Danielle.

When the Alberry's decided to adopt a child, they looked at all of the options available to them. After care-

ful consideration, they decided not to pursue adopting an American child. "We were worried about the recent cases involving natural mothers who decided after giving up their children for adoption that they wanted them back," explained Mr. Alberry. "When we found out about all of the unwanted children in China available for adoption, we decided to adopt a Chinese baby."

According to Alberry, Chinese law strictly regulates family size. Families are not allowed to have more than two children. Male children are preferred, be-



William F. Alberry, ATAC Hub, FISC Norfolk Supervisor of the Quarter

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Customer Service - It all depends on the attitude



By Capt. Bill Kowba
Commanding Officer, FISC Norfolk

Centerites,

I think all of you would agree that we are in the service business. In our case, the focus is on delivering logistics related goods and services to a wide range of afloat and ashore customers, both inside and outside of the Navy. The FISC Norfolk command brief identifies 17 product lines ranging from fuel and personal property management to contracting, mail, and the Navy Inte-

grated Call Center (NICC). A fundamental goal in handling all of these product lines is to satisfy the needs of the customer.

How well we meet the requirements of a ship or shore activity revolves around customer service. What is the meaning of these two words? You cannot readily retrieve a definition of customer service from Webster's Dictionary. However, I speculate that each and every one of us could easily provide an explanation of the concept. In all likelihood, the discussion would involve a personal story or two about both good and bad customer service. On the good side, you can recall the car repair center you have repeatedly gone back to for automotive work. This is the place where the mechanic has always fully explained all of the issues, completed the fixes on time, and presented you a fair bill for services rendered. I realize there is a great deal of subjectivity here, but one can conclude that you keep returning because there is the perception that you have been treated honestly and with a genuine concern for and interest in helping you the customer.

On the flip side of customer service, you remember that restaurant you went to once and vowed never to darken the doorway of again. It is the eatery where you waited an hour for a table and waited just as long for the hot food to be served cold. It is the place where you saw the waiter about once every fifteen minutes and he never once offered to refill the water or coffee. It is that same establishment that presented a bill at the end of the evening that made you think about taking out a loan or rolling up your sleeves to join the help in the kitchen.

There are probably many differences between the good car repair center and the bad restaurant. I submit that a very critical one concerns attitude. I believe that attitude drives positive or negative customer service. An upbeat, "can do" attitude translates into a desire to provide the best possible customer service. It involves doing that little extra work that truly delights the customer and speaks volumes to one's pride in a job well done. On the other hand, the nonchalant, "don't give a darn" attitude usually results in going through the motions

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Supply Chest

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DAWIA Continuous Learning Requirements

Continuous Learning adds a new dimension to the existing Defense Acquisition Workforce Improvement Act (DAWIA) by building on career field certification standards. It requires DAWIA personnel, both military and civilian, who have completed certification requirements for their current positions, to earn a minimum of 80 continuous learning “points” every 2 years.

The purpose of this policy is to create a workforce that is current with reforms, adaptable, flexible, and willing to accept risk and exercise leadership.

Those who hold a DAWIA position need to record Continuous Learning points as you earn them. To do so, log on to the Register-Now web site at www.register-now.cms.navy.mil. Click on “Register Now for Continuous Learning Activities” to enter the main site. This will take you to a menu which includes the choice “OSD Point Guidelines” to help you determine the points you earned for each course. To

record points, follow the screen prompts under the heading “Status/Request CL Points.” Participants are required to register to gain access to this section of the site.

Defense Acquisition Workforce Improvement Act employees may also apply at the Register Now web site to take centrally funded Continuous Learning courses. Click

on the selection “Find/Register for a CL Activity” in the main site. The course catalog and schedule are available on-line.

If you need assistance, contact your training representative who can be found under “Find Your Training Representative.”

I encourage you to record your “points” earned and take advantage

of the additional opportunities offered under the Continuous Learning policy.

J. D. MCCARTHY
Rear Admiral, SC, USN



Adoption from page 1

cause they are viewed as potentially better providers for their parents when their parents grow old. “Unwanted children, usually girls, used to be left in the woods for animals to eat,” Alberry explained. “Within the last ten years, more and more unwanted children have been left outside of public places. Our daughter was found outside a factory in Changsa, with a note

stating her date and time of birth.” He added that there were more than 100 unwanted children at the orphanage where Danielle came from, and that hers was one of the smaller orphanages.

The adoption process took more than 13 months, and included “lots and lots” of paperwork. A thorough background check was also conducted by a local adoption agency. Their findings were forwarded to the Houston, Tex.-

based Great Wall Agency, the adoption agency that coordinated the Alberry’s adoption.

Despite the expense and amount of time involved in completing the adoption, the Alberry’s couldn’t be happier. They now have a new daughter, and a little girl whose life could have ended tragically now has a world of possibilities ahead of her.

to offer the absolute minimum in service. It signals that mediocrity is OK and the customer is of secondary importance.

Bad restaurants do not normally stay in business very long. Even ones in a monopoly environment will eventually be threatened. A lack of good customer service will eliminate repeat business, a cornerstone of corporate success. The stories above have relevance to FISC Norfolk. Our NAVSUP values include delivering the best quality products and services. Our NAVSUP focus is to exceed our customers' expectations. Our NAVSUP goal one is all about ensuring best value to the warfighter. Simply put, we are part of a NAVSUP team that is dedicated to excellence in customer service. We have always been on that winning team. Think of the motto painted on the exterior of W-143 facing our afloat customers, "SERVICE TO THE FLEET SINCE 1919." We exist today, long after many other organizations have come and gone, because of the wonderfully positive customer service attitude of our predecessors. Let's continue to build on that rich tradition, position the customer at the top of our priority list, and make a value added difference to him. World-class customer service is all about attitude. FISC Norfolk is world-class.

CAPT Bill Kowba
Comanding Officer

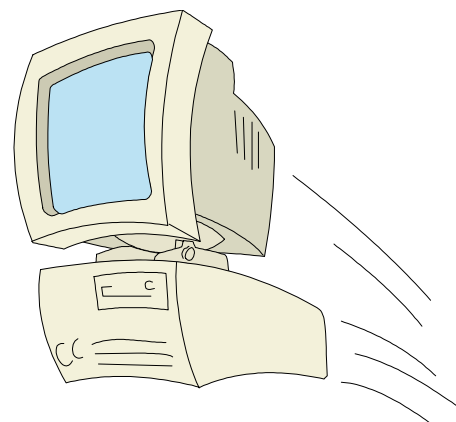
DON eBusiness Operations Office names first round of 2002 pilot projects

The Department of the Navy (DON) eBusiness Operations Office is funding an initial group of seven eBusiness pilot projects for fiscal year 2002.

The initial seven pilot projects include "Navy Headquarters Web Readiness Display," for the Chief of Naval Operations; "Unit Level Performance and Readiness Prototype Website," for the Naval Warfare Assessment Station, Naval Surface Warfare Center (NSWC) Division; "Integrated Technical Data Center," for the NSWC, Crane Division; "e-Facilities Support Services," for the Naval Facilities Engineering Command Headquarters, Washington, D.C.; "Naval Construction Forces Table Of Allowances Replenishment," for the Naval Construction Battalion Command, Port Hueneme, Calif.; "Automated Data Capture System," for the Naval Air Systems Command, Naval Aviation Depot, North Island, Calif; and "e-Performance Based Logistics," for the Naval Inventory Control Point, Mechanicsburg, Pa.

The underlying technologies to be demonstrated include Web-based decision-support tools, single data entry, Web-based readiness metrics displays, wireless Personal Digital Assistant technology, Internet-based global trading exchange, online ordering, wireless pen-tablet computing, and more.

The Pilot Funding and Project Management Group of the DON eBusiness Operations Office employs a rapid prototyping approach to eBusiness projects proposed and executed by DON commands. Projects are short term (90-120 days) and relatively low cost (under \$1 million). Pilot proposals are carefully selected and weighted. The



criteria used to rank projects include impact on fleet readiness, quality of life, and quality of work life. Other considerations include exportability, scalability; breadth of Departmental applicability and transportability; as well as proposed technology.

"The opportunity to prove concepts once and share the information across the Department is the overall returned value of this pilot effort," Karen Gadbois, director of the DON eBusiness Operations Office Pilot Finding and Management Group, said. "There is also tremendous potential to reduce duplication of efforts across the Department through fostering collaboration."

The eBusiness Operations Office continues to encourage new pilot project submissions. Submissions are completed online. The submission and evaluation process is ongoing. Projects are reviewed as they are submitted against the set of criteria for possible funding. For details on the evaluation criteria and requirements for pilot execution visit the DON eBusiness Operations Office Web site at <http://www.don-ebusiness.navsop.navy.mil>.

DoD Creating New All-Service Personnel, Pay System

By Rudi Williams
American Forces Press Service

The Department of Defense (DoD) and the military services are getting rid of outdated personnel systems, business practices and personnel structures, but creating a new system will take time.

The jettisoned practices will make room for simple, accurate, accessible, timely and relevant Web-based systems for service members and their leaders. When the DoD fields the congressionally mandated Defense Integrated Military Human Resources System, or DIMHRS, sweeping changes will occur in the way personnel and pay are handled.

DoD is establishing one personnel and pay system for use by all the services. The project is a transformation effort; that is, one intended to provide the U.S. military with new defenses, new methods, new equipment and a different way of thinking.

As it stands today, the military services still have hundreds of "legacy systems" written in 1970s and 1980s computer languages that today's computers don't "speak," according to Army Reserve Maj. Gen. B. Sue Dueitt, who is overseeing the Army's implementation of the program.

For example, Dueitt said, the Army has separate personnel databases for active-duty enlisted, active-duty officers and Army Reservists and National Guard. They neither talk to each other nor to Air Force, Navy or Marine Corps systems, she noted.

Consequently, the general said, to keep track of Guard and Reserve personnel upon mobilization, their data must be combined with active Army data through a cumbersome process. If not done, she continued, warfighting

commanders couldn't tell how many active, Guard and Reserve personnel they have, their skills, their rotation dates and other details. Then the data must be re-separated when Reservists demobilize.

Navy Capt. Valerie Carpenter, program manager, said the Navy is the executive agent for DIMHRS, but the Army will be the first to implement the program. Carpenter is assigned to the New Orleans-based Navy Program Executive Office for Information Technology.

DoD is footing most of the bills, but all the services will pay shares, such as for training and the detailed implementation, according to Dueitt, assistant Army deputy chief of staff for personnel for mobilization and Reserve affairs.

Norma St. Claire, director of DoD's Joint Requirements and Integration Office, said system development is scheduled to start in July 2002 with the Army starting testing in 2003. She said plans call for the Navy to be on board in 2004, the Marine Corps sometime in 2005, and the Air Force last.

St. Claire said a key piece of DIMHRS is commercial software called PeopleSoft 8. When everything is in place, the application would allow service members to go onto the Internet at any time from anywhere to access personal information and take care of everything from administrative matters to pay issues, she said.

Keeping track of service members' whereabouts during mobilizations and deployments is another area needing improvement, St. Claire noted. Officials recognized some problems after the

Money Matters



Persian Gulf War "like our inability to know who was exposed to things or who was called up," she noted. "Thousands of people were lost in the system."

DIMHRS is an opportunity to consolidate personnel and pay activities instead of having separate offices in each service, St. Claire noted. It will also be a godsend for service members leaving the services.

"They'll no longer have to wait weeks or months to obtain information from DoD for Veterans Affairs benefits. Since DIMHRS is being designed to input data within 24 hours, the information will be available almost immediately," St. Claire pointed out.

On the other hand, consolidating the affected personnel and pay systems isn't something done overnight.

"We have to deal with all the rules and regulations for the acquisition process and a host of other things that take time," she said. For instance, commercial software and practices worked this time but won't always, because the DoD has to do some things differently to meet mission-essential requirements, she noted, and that means, "We have to figure out a way to cross that 'mission critical' gap."

SMART WebMove allows Sailors to arrange HHG moves online

Navy members and their families in the San Diego, Calif., area may now arrange their household goods move over the Internet. SMART WebMove is a user-friendly, web-based program available to Sailors 24-hours a day, seven days a week from home, work, on board ship or anywhere they have Internet access. It is the first interactive program in the Department of Defense to provide move application forms and tailored entitlements counseling online.

As SMART WebMove expands, other origins and destinations will be added. Shipments originating at the Fleet and Industrial Supply Centers at Jacksonville, Fla.; Norfolk, Va.; Puget Sound, Wash., Naval Air Stations at Fort Worth and Corpus Christi, Texas; and the Naval Education Training Center, Newport R.I., will come online in fiscal year 2002. The Naval Supply Systems Command (NAVSUP) sponsors the program.

SMART WebMove is designed to service routine moves and simple entitlements based on Permanent Change of Station (PCS) orders. Currently it serves active-duty Sailors and their families who have household goods located in and PCS orders from the San Diego area to a new duty station or homeport within the Continental United States (CONUS). Extra pickups from locations in the general area of the pri-

mary pickup address may also be arranged. However, pickups from other locations, such as a prior duty station, involve complex arrangements that require a visit to the Personal Property Office (PPO). Home of Record moves are not being served at this time.

SMART WebMove is easy to use. Eligible users simply fill out an online questionnaire to receive a report of entitlements available to them. The system enables members to fill out all necessary forms, arrange the move, and submit the forms to the FISC San Diego PPO via the Internet.

To complete the online application, service members need their PCS orders and Proof of Dependents (page 2 from their service records). These documents may be sent to the PPO as e-mail attachments or faxed for faster service. They may also be mailed or hand carried to the PPO. If the applicant is not the service member (i.e. if a spouse or other agent is arranging the move), an original Power of Attorney with the agent's name listed is required by law and must be mailed to the PPO.

SMART WebMove information is protected and is stored on a secure server. Personal information is encrypted as it is being transmitted. Each user's account is password protected so that only individual users can access their records.

Ocean Terminal celebrates opening of new lunchroom



Lt. Cmdr. Patrick Blesch, director, Ocean Terminal Division (left) celebrated with FISC Norfolk Commanding Officer Capt. Bill Kowba the opening of Bldg CEP-201's newly refurbished lunch room with the hard charging and deserving work force

of the Terminal Operations Branch. The lunch room underwent a two week makeover that included new cabinets & sink, flooring, lighting, ventilation, ceiling, chair rail and fresh paint.

Bravo Zulu



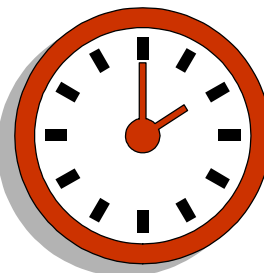
Lt. Michael Bullock (right) is congratulated by NAVTRANS Commanding Officer Capt. Bob Mundell for his performance as fleet liaison officer and NOACT division officer from November, 1999 through March, 2002. Bullock has left the Navy after eight years to pursue a law degree at Regent University.



SK3 Kevin Parr is congratulated by FISC Norfolk Commanding Officer Capt. Bill Kowba for his selection as Naval and Marine Corps Center Norfolk Bluejacket of the Quarter. Parr is a Selected Reservist recalled to active duty. He has worked in building CEP-201, and is currently working in the LSC.



PC3 Shampria L. Burroughs is congratulated by FISC Norfolk Executive Officer Capt. Flondarina after she was frocked to her present rate. Burroughs works at the Regional Navy Mail Center, Norfolk.



Daylight Saving Time begins April 7. Don't forget to "Spring Forward" and advance your clocks one hour.

Bravo Zulu



DDNV's Work Team of the Quarter is (left to right) Shelia Moody, Ruth Peele, Debera Young, Brenda Vaughan, and Brenda Nelson



Archie Richardson is DDNV's Supervisor of the Quarter



Clara Wilson is DDNV's Blue Collar Employee of the Quarter



Olga Jones is DDNV's WhiteCollar Employee of the Quarter